



**OFFICE OF THE ALBUERA MUNICIPAL
WATER SUPPLY SYSTEM**

SERVICE PLEDGE

<u>Services</u>	<u>Processing Time</u>	<u>Accountable Staff</u>	<u>Fee</u>
Installation of New Water Service Connection	7 days	Customer Serv. Asst.	1,000.00
Reconnection of the disconnected Service Connection	1 day	Customer Service Asst./ Plumber	

- Our office is open from 8:00am to 5:00pm Monday through Friday
- Attend to you as soon as you enter the premises of the AMWSS Office;
- Respond to your queries or complaint about our services soonest or within the day through our Public Assistance and Complaint Desk and take corrective measures;
- Provide courtesy lane to those with special needs, such as the differently-abled, pregnant women, and senior citizens

PROCESSING OF APPLICANT FOR NEW WATER SERVICE CONNECTION

ABOUT THE SERVICE

The Water Supply System is responsible for the installation of new service connections to provide adequate and potable water to its concessionaires.

SCHEDULE OF AVAILABILITY OF SERVICE

Monday-Friday 8:00am – 5:00pm (No Noon Break)

WHO MAY AVAIL OF THE SERVICE:

Residents of Albuera Leyte

WHAT ARE THE REQUIREMENT/S:

The applicant must submit the following applicable documents

1. Barangay Clearance
2. Waiver, if applicant is not the owner of the lot/building (duly notarized)
3. 2x2 ID Picture- 1pc
4. Signed Water Connection Contract

PROCESSING FEE

Processing Fees:

Installation Fee	650.00
Registration Fee	150.00
Inspection Fee	150.00
Calibration Fee	<u>50.00</u>
TOTAL	Php 1,000.00

HOW TO AVAIL OF THE SERVICE FOR NEW WATER CONNECTION

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON IN CHARGE	FEES	REMARKS
1	Submit 1 copy of filled up Application Form, 1 copy of Barangay Clearance, 1 copy of Waiver duly notarized, and 1 copy 2x2 ID Picture	Receive the needed documents	2 mins.	Job Order (clerk)		
		Verify from the computer as to whether the applicant has long outstanding accounts.	5 mins	Job Order (clerk)		
		Investigate and estimate proposed service connection lines and corresponding charges, and prepare New Service Connection Report.	½ day	Job Order (plumber)		
2	Attend Orientation Seminar	Conduct Brief Orientation Seminar	2 hours	Job Order (Clerk)		

3	Submit New Service Connection Inspection Report and Sign the Water Service Contract.	Process Application and Contract and other documents for signature of the applicant	15 mins.	Job Order (Clerk)		
4	Pay installation charges at Municipal Treasurer's Office	Receive the amount and issue corresponding official receipt	2 mins.	Cashier	P1,000.00	
		Verify and approve Service Application Connection Order	5 mins.	Waterworks Superintendent		
5		Conduct installation of water service connection	3-7 days	Job order (plumber)		
-END OF TRANSACTION-						

PROCESSING OF APPLICANT FOR WATER SERVICE RECONNECTION

ABOUT THE SERVICE

The Water Supply System is responsible for the reconnections of service lines, disconnected due to delinquent account or through the request of the concessionaire.

SCHEDULE OF AVAILABILITY OF SERVICE

Monday-Friday 8:00am – 5:00pm (No Noon Break)

WHO MAY AVAIL OF THE SERVICE?:

All concessionaires and authorized representatives with disconnected service connections.

WHAT ARE THE REQUIREMENT/S:

The applicant must submit the following applicable documents

1. Present a copy of the latest water bill paid in full
2. Sign the application for reconnection
3. Present payment for materials (when needed)

PROCESSING FEES

None

HOW TO AVAIL OF THE SERVICE FOR RECCONNECTION

STEPS	APPLICAT/CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON IN CHARGE	FEEES	REMARKS
1	Customer proceeds to Customer Service Assistant	Provide the customer with the necessary form to fill up	2 min.	Job Order (clerk)		
		Verify the application and the account of the customer	2 min.	Job Order (clerk)		
2	Proceed to Municipal Treasurer's Office for payment of the unpaid bill/s if any	Received payment and issue Official Receipt	5 min.	Cashier		
3	Present Official Receipt to Customer Service Assistant	Attached the Official Receipt to the Reconnection Form	2 min.	Job Order (clerk)		
4		Conduct inspection for reconnection applied by the customer to determine if there are materials needed	1 day	Job Order (plumber)		
5		Reconnect the water service connection	1 day	Job Order (plumber)		
6	Acceptance of Work Done	Submit the Reconnection Document signed by customer upon return to the office		Job Order (plumber)		
-END OF TRANSACTION-						

PROCESSING OF ACTION ON COMPLAINTS

ABOUT THE SERVICE

High consumption refers to the abrupt increase of WATER CONSUMPTION compared to previous month readings

Leakages refers to the water that escapes through an unintentional hole or crack in the service line or meter stand

Low pressure/ no water refers to the decrease or absence of water that flow through the pipeline leading to the water meter of the concessionaire.

Dirty Water/Bad Odor Water refers to tainted water cause by excessive minerals and water flow disturbance which results to murkiness and/ or foul odor

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday – Friday

8:00am – 5:00pm (No Noon Break)

WHO MAY AVAIL OF THE SERVICE:

One may file the complaint at the Customer Service Counter

WHAT ARE THE REQUIREMENT/S:

The applicant who is filling a complaint must:

1. Present a copy of the latest water bill or Official Receipt

DURATION OF TRANSACTION:

10 Minutes per customer

HOW TO AVAIL OF THE SERVICE OF ACTION ON COMPLAINTS

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON-IN CHARGE	FEES	REMARKS
1	Customer files complaints to Customer Service Assistant	Interviews customer to Determine the nature of complaint	5minutes	Job Order (clerk)		
2	Wait for Action	Prepares Service Request Form indicating the complaint	1 minute	Job Order (clerk)		

3		Log complaints in log book/ computer and set schedule of date action	2 minutes	Job Order (clerk)		
		Conduct inspection to the consumer's household to determine the problem and if there are materials needed	1-2 days	Job Order (plumber)		
4	Acceptance of Work Done	Acts on the complaint and request client to sign the Service Request Form after the work done	2-5 days	Job Order (plumber)		
-END OF TRANSACTION-						

PROCESSING OF TRANSFER OF SERVICE CONNECTION

ABOUT THE SERVICE

This refers to transfer of location of the services line or water meter upon the request of the concessionaire.

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday 8:00am – 5:00pm (No Noon Break)

WHO MAY AVAIL OF THE SERVICE?:

One may file the request at the Customer Service Counter

WHAT ARE THE REQUIREMENT/S:

This applicant who is applying for transfer location of Service Connections must:

- 1. Present a copy of the latest water bill or Official Receipt**

DURATION OF TRANSACTION

10 minutes per customer

HOW TO AVAIL OF THE SERVICE TRANSFER OF SERVICE CONNECTION

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON-IN CHARGE	FEEES	REMARKS
1	Customer approach the Customer Service Assistant	Interviews customer to determine the nature of request	5minutes	Job Order (clerk)		
2	Wait for Action	Prepares Service Request Form indicating the request	1 minute	Job Order (clerk)		
3		Log the request in log book/ computer and forward to the Plumbers for the execution of service request	2-3 days	Job Order (clerk)		
4	Acceptance of Work Done	Acts on the service request and return the customer sign documents after the work done		Job Order (plumber)		

5		Update the consumer's account based on the new location	1 minute	Administrative Aide III		
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PROCESSING OF BILLING COMPLAINTS

ABOUT THE SERVICE

This refers to possible erroneous readings conducted in the water meter of the concessionaire

SCHEDULE OF AVAILABILITY OF THE SERVICE:

One may file the complaint at the Customer Service Counter

WHAT ARE THE REQUIREMENT/S:

The applicant who is filling complaint in billing must:

1. Present a copy of the latest water bill or Official Receipt

DURATION OF TRANSACTION

10 minutes per customer

HOW TO AVAIL OF THE SERVICE BILLING COMPLAINTS

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON-IN CHARGE	FEEES	REMARKS
1	Customer report to Customer Service Assistant the problem	Interviews customer to Determine the nature of complaint	5minutes	Job Order (clerk)		
2	Wait for Action	Prepares Service Request Form indicating the complaint	1 minute	Job Order (clerk)		
3		Log complaints in log book/ computer and set schedule for the execution of service request	2-3 days	Job Order (clerk)		
4	Acceptance of Work Done	Acts on the complaints and request client to sign the Service Request Form after the work done	3 minute	Job Order (clerk)		

5		Make adjustments based on the erroneous reading	1 minute	Administrative Aide III		
	-END OF TRANSACTION-					

PROCESSING REQUEST FOR CHANGE OF ACCOUNT NAME

ABOUT THE SERVICE

This refers to the alteration in the name of the concessionaire water account due to change of ownership on the property of the service connection or upon the signed waiver of the previous concessionaire

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday 8:00am – 5:00pm (No Noon Break)

WHO MAY AVAIL OF THE SERVICE:

One may file the request at the Customer Service Counter

WHAT ARE THE REQUIREMENT/S:

The applicant who is applying for change of account name must:

1. Present a copy of the latest water bill or Official Receipt
2. Deed of Sale or wavier of previous concessionaires

DURATION OF TRANSACTION

20 minutes per customer

HOW TO AVAIL OF THE SERVICE FOR CHANGE OF ACCOUNT NAME

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON-IN CHARGE	FEES	REMARKS
1	Customer approach the Customer Service Assistant	Interviews customer to Determine the nature of complaint	5minutes	Job Order (clerk)		
2	Wait for Action	Prepares Customer Change Form indicating the request	1 minute	Job Order (clerk)		

3	Pay to the cashier the unpaid bills if any	Receive payment and Issue Official Receipt upon payment	5 minutes	Cashier		
4		Log request in log book and forward to Computer Operator for the execution of service request	5 minutes	Job Order (clerk)		
5	Acceptance of Work Done	Edit the name at Billing and Collection System, Changing the name of the previous owner in favor or the new owner	5 minutes	Administrative Aide III		
	-END OF TRANSACTION-					

PROCESSING OF REQUEST FOR RECLASSIFICATION OF SERVICE CONNECTIONS

ABOUT THE SERVICE

This refers to the request of the concessionaire to reclassify their service connections from commercial to residential classification due to closing down of their business

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday 8:00am – 5:00pm (No Noon Break)

WHO MAY AVAIL OF THE SERVICE:

One may file the request at the Customer Service Counter

WHAT ARE THE REQUIREMENT/S:

The applicant who is applying for reclassification of service connection must:

- 1. Present a copy of the latest water bill or Official Receipt**

DURATION OF TRANSACTION

10 minutes per customer

HOW TO AVAIL OF THE SERVICE RECLASSIFICATION OF SERVICE CONNECTIONS

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	PROCESSNG TIME	PERSON-IN CHARGE	FEEES	REMARKS
1	Customer approach the Customer Service Assistant	Interviews customer and inform his/ her the requirements	5minutes	Job Order (Clerk)		
2	Wait for Action	Log request in log book and forward to Meter Reader for verification	2 minutes	Job Order (Clerk)		
3		Input/verifies the request		Meter Readers		
4	Wait for action	Edit the classification of water service connection at Billing and Collection System	3 minutes	Administrative Aide III		
-END OF TRANSACTION-						

PROCESSING OF WATER BILL PAYMENT

ABOUT THE SERVICE

The water supply system shall receive payments of the water bills of the concessionaires

SCHEDULE OF AVAILABILITY OF SERVICE

Monday – Friday 8:00am – 5:00pm (No Noon Break)

WHO MAY AVAIL OF THE SERVICE

One may pay at the Bill Collecting Windows

WHAT ARE THE REQUIREMENTS/S:

The person who is paying must:

- 1. Present a copy of their water bill or Official Receipt for speedy retrieval of data**

DURATION OF TRANSACTION

10 minutes per customer

HOW TO AVAIL OF THE SERVICE FOR BILL PAYMENT

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	PROCESSING TIME	PERSON-IN CHARGE	FEES	REMARKS
1	Customer will go to the Municipal Treasurer's Office and get priority number	Issues the number	1 minute			
2	Hangs number at number hook at the Counter and present water bills to the Bills to the Bill Collector	Retrieves the water bill and inform concessionaires of the amount to be paid	3 minutes	Cashier		
3	Pays the bill collector	Issues the Official Receipt	1 minute	Cashier		Pay the reflected amount in your billing statement
-END OF TRANSACTION-						

